



**Bullock Texas History Museum**  
A Division of the State Preservation Board (SPB)

**Posting #216-040**

**Visitor Services Representatives (2 positions)**

**Job Type:** Part Time-Sunday through Saturday, flexible shifts available (a.m., p.m., and evenings)

**Posting Dates:** June 2, 2016 - June 17, 2016

**Hiring Rate:** \$10.25 /per hour

The Bullock Texas State History Museum engages visitors through a variety of exhibitions, films, and programs on Texas history and culture. The Bullock Museum features three floors of galleries, two theaters, including an IMAX® Theatre, an indoor/outdoor Cafe, Museum Store, and variety of multi-functional spaces. As the state's official history museum, the Bullock hosts nearly 400,000 visitors annually. Located in Austin's Capitol Complex, the Museum is a part of the State Preservation Board, a prestigious state agency that oversees the State Capitol, Governor's Mansion, the Texas State Cemetery and other Texas landmarks for the benefit of all Texans. For more information, visit [www.thestoryoftexas.com](http://www.thestoryoftexas.com).

**Visitor Services Representatives:**

The Visitor Services Department provides a high-quality guest experience through the sale of admission and film tickets and memberships, operating the concessions stand, and parking garage booths. Work schedules and assignments vary based on Museum needs. Reporting to the manager on duty, staff are trained on all department functions to ensure seamless operations and the ability to upsell and promote museum offerings.

The Bullock Museum provides an environment where staff are supported and encouraged to excel through mentoring, evaluating, and educating team members to perform at the highest level possible. We strive to promote from within as appropriate opportunities become available.

**Responsibilities:**

- Promptly welcomes and assists visitors providing courteous, delightful, undivided attention and ensuring a high quality museum experience.
- Assists department managers by constantly working to improve visitor flow and assisting with ways to reduce time spent in lines.
- Uses point-of-sales software to accurately and securely process cash, check, and credit card transactions; reconciles transactions according to department policies and procedures.
- Demonstrates a thorough understanding of the Museum, including pricing, hours, membership program, exhibits, events, and activities.
- Maintains clean, presentable, and fully-functional work environments by rotating and stocking products, supplies, cleaning the area and immediately reporting any needs or repairs to the manager on duty.
- Greets school groups by assisting with Museum check in and entry, orienting students, chaperones, and teachers.
- Promotes Museum membership by informing guests of program benefits.
- Responds to all department radio and email communication in an efficient, timely manner, practicing excellent communication skills in all replies.
- Displays sound judgment in handling visitor feedback, concerns, and complaints, knowing when to call in a manager for support.
- Prompt attendance is essential; all employees must adhere to the assigned work schedule.
- Works in a fast-paced environment without compromising accuracy while conveying a professional, positive, and calm demeanor.
- Performs duties in a safe manner and monitors the workplace to ensure visitor and staff safety.

**An Equal Employment Opportunity Employer**

**Minimum Qualifications:**

- A friendly and welcoming demeanor
- At least six months experience using point-of-sales software to accurately and securely process cash, check, and credit card transactions; reconciling transactions according to policy and procedure.
- A high school diploma, and computer skills, including experience with Microsoft Office.
- Ability to work flexible hours, including mornings, nights, weekends, and/or holidays on short notice.

**Preferred Qualifications:**

- Experience planning events or working with large groups.
- Experience counting down and balancing a cash drawer.
- Exceptional communication skills with public speaking experience.
- Experience inputting data accurately and efficiently.
- Experience at a museum or cultural institution.
- Familiarity with Altru, Raisers Edge, Springboard or other similar point of sale or membership software programs
- Fluency in Spanish a plus.

**Benefits:**

- Medical, dental, and other State benefits including 401K
- Free parking, Museum membership, and complimentary membership to the American Alliance of Museums.
- Free film tickets and discounts in our store and café.
- Fun, enjoyable work environment, with ample opportunity for growth.

**To Apply:**

Submit a State of Texas application to the SPB by:

**Email:** [TSPB.Employment@TheStoryofTexas.com](mailto:TSPB.Employment@TheStoryofTexas.com)

**Fax:** (512) 463-3372

**Mail to:** 201 E. 14th Street, Suite 950, Austin, Texas, 78701

**All resumes must be accompanied by a fully completed state application.**

**For an application and additional information:**

See our website: <http://www.tspb.texas.gov/spb/employ/employ.html> or call: (512) 463-5495

*(Please see next page for additional information)*

**State Job Title:** Clerk I

**Classification:** 0053

**Salary Group:** A-05

**VETERANS:**

**Military Occupational Specialty Codes (MOS):** Navy SH- Retail Operator; SK Storekeeper; Marine 0111 Administrative Specialist; Air Force 3A1X1 Administration

Veterans with other related MOS or additional duties pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Use your military skills to qualify for this position or other jobs. Go to [www.texas skillstowork.com](http://www.texas skillstowork.com) to translate your military work experience and training into civilian job terms, qualifications and skill sets.

All applications must be received by the SPB by the close of business on the final day posted for consideration. Only candidates selected for an interview will be contacted.

**EEO Statement:**

The State Preservation Board is an equal opportunity employer and welcomes all qualified applicants without regard to national origin, race, color, religion, age, sex, sexual orientation, disability, or Veteran status. In compliance with the Americans with Disabilities Act (ADAAA), if you require reasonable accommodation in the interview and selection process, please call the agency's ADA Coordinator at (512) 475-4992.

**Selection Information:**

At the time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. All males who are age 18 through 25 are required to register with the Selective Service and may be asked to present proof of registration or exemption from registration upon hire.

The State Preservation Board uses E-Verify to confirm the employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, please visit [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

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